Hours Not Worked
Information Technology

KPI Owner: Terri Yates | **Process: Time & Attendance**

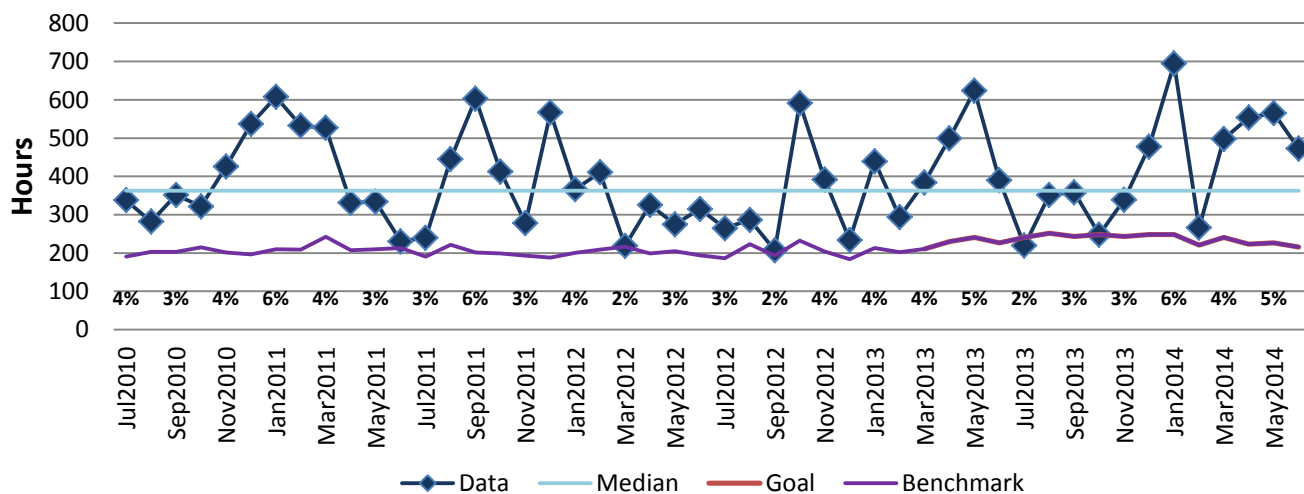| Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: CY13 4,570 Hours Goal: Reduce hours not worked to <= 2% of total hours Benchmark: 2% Local Government	Data Source: Psoft Payable Time Goal Source: 2013 LouieStat KPI Report Benchmark Source: Bureau of Labor Stats	Plan-Do-Check-Act Step 4: Generate and prioritize potential solutions Measurement Method: Total # of hrs. per month employees were not at work performing normal job functions (excludes vacations & holidays) Why Measure: Better understand culture impact on employee attendance Next Improvement Step: Generate potential solutions

How Are We Doing?

Jul2013-Jun2014 12 Month Goal	Jul2013-Jun2014 12 Month Actual		Jun2014 Goal	Jun2014 Actual	
2,851	**5,042**	🔴	**216**	**472**	🔴
Hours	Hours		Hours	Hours	

Hours Not Worked

Good ⬇

Legend: Data — Median — Goal — Benchmark

Jul2013-Jun2014 Pareto Analysis

	Sick	FMLA	Funeral	Non Pay Day Scheduled	Other
Number	3,236	1,204	279	192	131
Individual %	64%	24%	6%	4%	3%

Legend: Number ▬ Cumulative % ── Individual % ◆

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